

Your voice matters

Tell us what you think.

We send regular surveys to our customers to find out how we're doing and what we could do better.

Each survey begins with the same question:

How likely are you to recommend your employment services provider (CoAct Employment) to a friend or family member?

Scoring explained

We ask you to score us between 0 and 10.

10 - 9	you're happy with our service and would recommend us to your friends and family
7 - 8	you're somewhat happy with our service
6 and below	you're somewhat unhappy with our service

We use your feedback to improve our teams' performance - through a measure called Net Promoter Score (NPS).

How will I receive a survey?

We'll send the survey by email or SMS. It will come from CoAct Employment.

How often will you send me a survey?

Every three months.

Do I have to complete every survey?

No, it isn't compulsory. But we'd really like you to complete them. Every piece of feedback we receive helps us improve our support services.

We encourage you to be honest with your feedback and raise any concerns or issues you'd like us to look into. If you do, we'll get in touch to talk these through and find a resolution.

Other ways to give feedback

Let us know if you have a compliment, complaint or any suggestions on how we can improve.

- **Call us on 1800 226 228**
You can even nominate a friend, family member or advocate to speak on your behalf.
- **Ask your employment consultant** for a feedback form you can fill out and return.
- **Chat with the manager** of the office where you have your appointments.
- **Head to coact.org.au/contact**
Fill out our online form or send us an email.

If you don't feel comfortable talking to us, you can also give feedback by getting in touch with one of these organisations.





Employment Services National Customer Service Line

 nationalcustomerserviceline@jobs.gov.au

 1800 805 260

Customer Referral Resolution Service

 www.jobaccess.gov.au/contacts/online-complaint-form

 1800 880 052
TIS: 13 14 50
NRS: 1800 555 677

Get in touch:

1800 226 228

coact.org.au